

County Council Assistance during the Health Crisis

There will be many people in our communities who become vulnerable due to having to self-isolate over the coming weeks.

* The Here2Help site provides a central location for those members of the community that do not need urgent help but are unable to seek help from family, friends and neighbours.

* On the site you can request help, volunteer to help and find useful resources which will be added to over the coming days and weeks.

* The 'I need help' element is designed to support those who have nowhere else to turn for help with things such as collecting shopping or medicines, walking their dog etc.

* It is not intended as a service for those who already receive Adult Social Care help or who can ask family, friends or neighbours for help or are already linked with a community group in their area.

* Here2help can be accessed through our website;

<https://eur04.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.worcestershire.gov.uk%2Fhere2help&data=02%7C01%7C%7Ca36a0a45a21d4416289d08d7d4ecd87e%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C637211986016732444&data=EiTjfpzYMBed5rEUh5DD273Uj5m06IOBNvtvW5ULIPQ%3D&reserved=0>

* On the page, there are 2 options, you can register because you NEED help, or you can register to VOLUNTEER help.

* If you are unable to complete the form online, residents are able to phone 01905 768053 where someone will be able to help them fill in the online form. This number can be used Monday to Sunday between 8am and 8pm.

* Once you have registered for help, you will receive an email notification confirming your request has been received.

* If you have asked for help, you will be responded to within 24 hours to discuss in more detail your needs and what can be offered to support.

* If you are offering help we may pass your details onto a local volunteer or community group to help mobilise support needed in your area.

* Residents who have received a letter from the NHS asking them to self-isolate for 12 weeks and are deemed extremely vulnerable, can also use this number to request help with care, medicine and support with daily living.